



**U.S. DEPARTMENT OF COMMERCE**  
**Bureau of the Census**  
**Recruiting Bulletin**

ISSUE DATE: **May 4, 2009**  
CLOSING DATE: **May 29, 2009**

Recruiting Bulletin No. **AF-RCC-30-09-051**

**Assistant Manager for Quality Assurance (AMQA)**

**AD-0301-00**

**Pay Rate: \$14.75 – \$22.00 per hour**

**NUMBER OF POSITIONS: Few**

**EXCEPTED SERVICE APPOINTMENT: This is a Schedule A appointment with a Not-to-Exceed date of 9/25/2010. May be extended beyond 9/25/2010 if agency needs arise.**

**AREA OF CONSIDERATION:** Dallas Regional Census Center, Local Census Centers (Throughout Texas, Louisiana, and Mississippi). **Applicant must live within 50 miles of the area of consideration and the county/parish in which the Local Census Office services.**

**TEXAS:**

- |                            |                              |                               |
|----------------------------|------------------------------|-------------------------------|
| • Abilene, TX - \$15.00    | Amarillo, TX - \$15.75       | Austin, TX - \$21.25          |
| • Beaumont, TX - \$17.50   | Bedford, TX – \$19.50        | College Station, TX - \$15.50 |
| • Conroe, TX - \$18.00     | Corpus Christi, TX - \$16.75 | Corsicana, TX - \$15.25       |
| • Dallas, TX – \$21.75     | Denton, TX - \$18.25         | Edinburg, TX - \$14.75        |
| • El Paso, TX - \$17.00    | Fort Worth – \$19.50         | Harlingen, TX – \$14.75       |
| • Houston, TX - \$22.00    | Laredo, TX - \$14.75         | Longview, TX – \$16.25        |
| • Mesquite, TX – \$21.75   | Midland, TX - \$16.50        | Plano, TX - \$20.75           |
| • San Angelo, TX - \$15.00 | San Antonio, TX - \$18.25    | Sherman, TX - \$16.00         |
| • Sugar Land, TX - \$19.50 | Texas City, TX - \$21.75     | Victoria, TX - \$16.00        |
| • Waco, TX - \$15.75       | Williamson Co., TX - \$20.25 |                               |

**LOUISIANA:**

- |                             |                            |                      |
|-----------------------------|----------------------------|----------------------|
| • Baton Rouge, LA - \$18.50 | Hammond, LA – \$17.25      | Houma, LA - \$18.50  |
| • Lafayette, LA - \$17.50   | Lake Charles, LA - \$15.75 | Monroe, LA - \$14.75 |
| • New Orleans, LA - \$21.75 | Shreveport, LA - \$16.00   |                      |

**MISSISSIPPI:**

- |                                 |                       |                        |
|---------------------------------|-----------------------|------------------------|
| • Gulfport/Biloxi, MS - \$18.75 | Jackson, MS - \$16.50 | Meridian, MS - \$14.75 |
| • Southhaven, MS - \$14.75      | Tupelo, MS - \$14.75  |                        |

**WHO MAY APPLY: Any Current Census Employees residing in the area of consideration.**

- **Applicant must specify the Location (Texas, Louisiana or Mississippi) and County/Parish where you currently live.**
- Applicant **must** submit an OF-306 with the application. Please visit OPM website: [http://www.opm.gov/forms/pdf\\_fill/of0306.pdf](http://www.opm.gov/forms/pdf_fill/of0306.pdf)
- Applicant must submit an **Evaluation Criteria Narrative** (KSA's) described in this announcement with your application package.

**WORK SCHEDULE:** This is a temporary Full-time position. The incumbent of this position is covered by the mixed-tour employment program.

**DUTIES: Assistant Manager for Quality Assurance (AMQA):** The incumbent works closely with and advises the Assistant Manager for Field Operations and the Local Census Office Manager on compliance with pre-established quality assurance goals and procedures for all field data collection operations in the ELCO/LCO. In the advisory role, works with ELCO/LCO operational reports and materials to monitor the quality of data collection processes, performance, and completed field data collection materials. Meeting regularly with the Assistant Manager for Field Operations and the LCO Manager, the incumbent confirms, changes, and supplements their awareness of quality compliance for field data collection operations. In these meetings, the incumbent reports on the progress of the QC operations and identifies and reports quality problems or concerns within the pre-established standards in a clear and timely manner. Suggests remedial action or alternatives to resolve problems. Directly supervises ELCO/LCO office staff that review completed data collection forms, listings, and other hand-filled documents. Has direct supervision of both ELCO/LCO office and field staff that conduct among others, Nonresponse Followup, Address Canvassing, and Coverage Followup data collection quality control operations. The incumbent is responsible for accomplishing production and quality goals for the ELCO/LCO office data collection review and field quality control data collection operations under their supervision. In the execution of these duties, assures timely completion of assigned tasks and efficient utilization of resources. The incumbent acts as the principal technical advisor on quality assurance aspects of field data collection operations in the ELCO/LCO.

**QUALIFICATIONS:** To qualify for the Assistant Manager for Quality Assurance position, all applicants **MUST**:

- 1) Pass a written supervisory test. **CALL 1-866-861-2010** to schedule a time and place to take the supervisory test. The application process will be explained at the time of testing if you are unsure how to apply. Testing must be completed by the close of business on June 5, 2009 and applications must be received by the close of business (COB) of the closing date in the announcement. **If you have already taken the supervisory test, you need not take the test again, but you will need to apply for the position.**

**AND**

- 2) Have at least the minimum experience in each of the three areas contained in the **Evaluation Criteria Statement** below. Your experience for all three must be at least at the level described as "c" in the Evaluation Criteria Statement for the Local Census Office Manager. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria statements, select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit

for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full. **The Evaluation Criteria can be found at the end of this announcement.**

### **How To Apply:**

**You must submit your application so that it will be RECEIVED by the closing date of the announcement.**

Each application must consist of the following 3 documents:

- **(1) A completed Application; Optional Application for Federal Employment (OF-612) OR a resume, listing your work duties and accomplishments relating to the job for which you are applying.**
- **(2) Individual statement addressing the Evaluation Criteria Statements.**
- **(3) Declaration for Federal Employment (OF-306).**

The following information is needed to evaluate your qualifications and determine if you meet legal requirements for Federal employment. Failure to provide this information may result in loss of consideration.

- Recruiting Bulletin number, and title.

- Full name, mailing address (including email and zip code), day and evening phone numbers (with area code).

- Social Security number

- Country of citizenship (**this Federal job requires U.S. citizenship**).

- **Veteran's Preference** - Applicants claiming 10-point veterans' preference **MUST** submit the SF-15, Application for 10-Point Veteran Preference, with the required proof (i.e., statement from the Department of Veterans Affairs dated 1991 or later) and the latest copy of the DD-214 (Member 4), Certificate of Release or Discharge from Active Duty. Applicants claiming 10-point preference who do not submit the required documentation will receive 5-point veteran's preference. Applicants claiming 5-point veteran's preference must submit a DD-214 (Member 4) to receive preference. For more information on Veterans' Preference, visit OPM website:

<http://www.opm.gov/veterans/html/vetguide.asp>

- Highest Federal civilian grade held (if applicable)

- Highest education level achieved. Specify: name, city, state, zip code (if known), date or expected date (month/year) of completion of degree requirements, type of degree received, and graduate of foreign universities must include proof of foreign education equivalency to an accredited U.S. college/university.

- Paid and non-paid work experience related to the position. For each work experience include: job title, series/grade (if Federal employment), duties and accomplishments, employer's name and address, supervisor's name and address, starting and ending dates, hours per week, salary, and indicate if we may contact your current supervisor/employer.

- Job-related: training courses (title and year), skills (e.g., other languages, typing speed, computer software/hardware, tools, etc.), certificates/licenses (current), and honors, awards, and special accomplishments (e.g., publications, memberships in professional societies, etc.).

- Use of any Government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted.

Individuals with a disability may request reasonable accommodations by calling 214-267-6900 or 1-800-563-6499.

**APPLICATION DEADLINE:** All applications must be **RECEIVED** by the closing date of the recruiting bulletin. Applications **received** after this due date will not be considered. **Application packages submitted by Fax or E-mail will not be accepted.** Submit all applications to the address listed below:

**Bureau of the Census  
Dallas Regional Census Center  
2777 North Stemmons Freeway, #200  
Dallas, TX 75207  
ATTN: Brendan P. Haymaker, Human Resources Specialist**

#### **CONDITIONS OF EMPLOYMENT:**

**Payment of relocation expenses IS NOT authorized.**

- This is a Mixed-Tour work schedule, which may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- Candidates selected for these positions must sign an agreement outlining the conditions of employment prior to the appointment.
- You will be required to complete a Declaration for Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make a false statement in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.
- If selected, male applicants born after 12/31/59 must confirm their selective service registration status.
- Certification forms are available at most Federal agency personnel offices or from the U.S. Office of Personnel Management.
- Public law requires all new appointees to present proof of identity and employment eligibility.

- **ADDITIONAL INFORMATION:** Employees who receive a Voluntary Separation Incentive Payment (VSIP) or Buyout and subsequently return to a position in a Federal agency, whether by reemployment or contracts for personal services, are obligated to repay the full amount of the buyout to the agency that paid it.

**For further information on this vacancy you may contact, Brendan P. Haymaker, Human Resources Specialist at 214-267-6900 or 1-800-563-6499.**

**THE U.S. DEPARTMENT OF COMMERCE / BUREAU OF THE CENSUS IS AN  
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

**1(800) 563-6499**

**TDD (214) 655-5363**

**ALL QUALIFIED APPLICANTS WILL BE CONSIDERED REGARDLESS OF AGE, RACE, COLOR, RELIGION, SEX, CREED, NATIONAL ORIGIN, LAWFUL POLITICAL AFFILIATION, DISABILITY, MARITAL STATUS, AFFILIATION WITH AN EMPLOYEE ORGANIZATION, SEXUAL ORIENTATION, OR OTHER NON-MERIT FACTOR.**

**To be considered, applicants must complete the form below addressing each of the following and submit with application.**

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR QUALITY ASSURANCE	
COLUMN A	COLUMN B
<p><b>Applicants <u>are required</u> to answer each of the three questions below in Column A by circling the best response <u>and</u> supporting that response in Column B.</b></p>	<p><b>Applicants are also required to complete the following.</b></p> <ol style="list-style-type: none"> <li>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. <b><u>OR</u></b></li> <li>2. Write in the space below your experience that supports your answer. In addition to listing your experience, you <b><u>must include</u></b> the employer's name and address, the title of the position, and the dates of employment. <b>PLEASE do NOT cut and paste your resume into the Evaluation Criteria.</b></li> <li>3. Please use additional pages if you need more room. Identify appropriately.</li> </ol>
<p><b>1. Please select the answer that best describes your experience demonstrating the ability to provide direct supervision over employees/supervisors to accomplish production and quality standards. (Select only one answer for Question 1.)</b></p> <p>a. As my primary responsibility, I have experience with <b><u>both</u></b> of the following: As my primary responsibility, I have experience with <b><u>both</u></b> of the following: managing a staff of 30 or more employees that included at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); <b><u>and</u></b> managing a staff to accomplish production and quality standards.</p> <p>b. As my primary responsibility, I have experience with <b><u>both</u></b> of the following: a) managing a staff of 15 or more employees that included at least two levels of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); <b><u>and</u></b>, managing a staff to accomplish production and/or quality standards.</p> <p>c. I have experience with <b><u>both</u></b> of the following: managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s)); <b><u>and</u></b>, managing a staff to accomplish production and/or quality standards.</p> <p>d. My experience is less than what is described above.</p>	<p><b><i>Response must support answer circled in Column A.</i></b></p>

**EVALUATION CRITERIA STATEMENT FOR  
ASSISTANT MANAGER FOR QUALITY ASSURANCE**

**COLUMN A**

**COLUMN B**

**2. Please select the answer that best describes your experience monitoring the quality of data collection processes, performance, or results. (Select only one answer for Question 2.)**

*Response must support answer circled in Column A.*

a. As a routine and critical component of my position, I was responsible for assuring the quality of quantitative data from work-units outside of my own staff as well as my own work unit. This responsibility included the review of **data** from a corporate/organizational perspective and from reports provided by various sources from within my organization. I identified data variance from standards, made recommendations to management, and implemented required modifications that affected work units outside of my own. Specifically, I analyzed quantitative data that was critical to the performance of other work units as well as my own (including budget or production data), and made recommendations on how to improve the performance quality of different work units.

b. As a routine and critical component of my position, I was responsible for assuring the quality of my **work-unit's** performance and/or quantitative data. This responsibility included analyzing management reports of **data**, ensuring that my work-unit was within appropriate standards, and implementing changes within my work-unit, if necessary, to meet the organization's expectations, and keep my work unit's performance within tolerable variance. This specifically included the analysis of quantitative/numeric data that was critical to the performance of my work- unit (including budget or production data).

c. As a routine and critical component of my position, I was responsible for assuring the quality of work for **those I supervised**. This specifically included the analysis of **either qualitative or quantitative data** critical to the performance of my work-unit. For example, I monitored the quality of my employees' performance, edited documents, and/or reviewed work products. This work was primarily limited to my own work-unit and I did not have to analyze organizational data reports for quality assurance.

d. My experience is less than what is described above.

**EVALUATION CRITERIA STATEMENT FOR  
ASSISTANT MANAGER FOR QUALITY ASSURANCE**

**COLUMN A**

**COLUMN B**

**3. Please select the answer that best describes your experience with using data to recognize and correct budget, quality, and production problems. (Select only one answer for Question 3.)**

*Response must support answer circled in Column A.*

a. I have analyzed budget, quality, and production data in order to identify problems and **implement** corrective actions. I have used the information to persuasively communicate technical information and advice to managers.

b. I have analyzed budget, quality, and production data in order to identify problems and **recommend** corrective actions. I have used the information to persuasively communicate technical information and advice to managers.

c. I have experience using management reports to identify problems and have **recommended or implemented** corrective and effective action, but the data did **not** include budget, quality control, and production data. I have used the information to persuasively communicate technical information and advice to managers.

d. My experience is less than what is described above.